

**MACRO
IMPACT
JULY
2023**

455 Total Contacts



SOURCE OF CALL

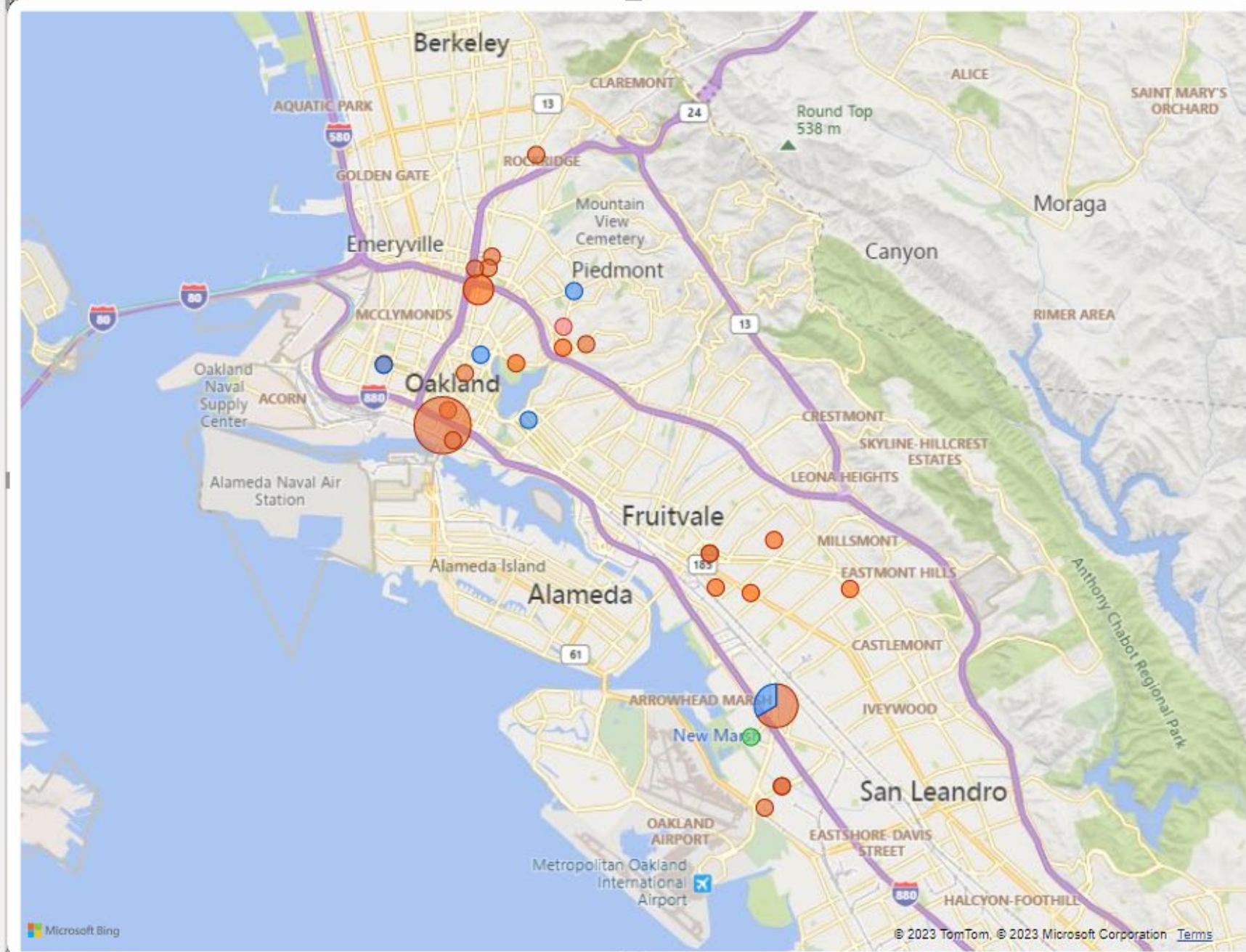
JULY 2023

| Source of Incident/Call | April 2023 | May 2023 | June 2023 | July 2023 | % change from month prior |
|----------------------------|------------|----------|-----------|-----------|---------------------------|
| On-View (self-dispatch) | 725 | 574 | 417 | 241 | -42% |
| 911 Dispatch from Police | 78 | 143 | 172 | 140 | -19% |
| 911 Dispatch from Fire | 2 | 19 | 2 | 3 | +50% |
| Community Referral (email) | 109 | 108 | 79 | 71 | -10% |
| Total | 914 | 844 | 670 | 442 | -32% |

Analysis: Of total incidents in July 2023, 55% were dispatched, averaging 8 dispatches a day.

In July 2023, MACRO averaged less than 2 teams in service per day.

MACRO Lifetime Contact Map



Incident Count

430*

*25 Incidents had missing geographical data to be included in this map.

Incident Date

7/1/2023

7/31/2023



Time of Incident

7

94607

Incident Type

All

Incident Resolution

All

Patient Perceived Race

All

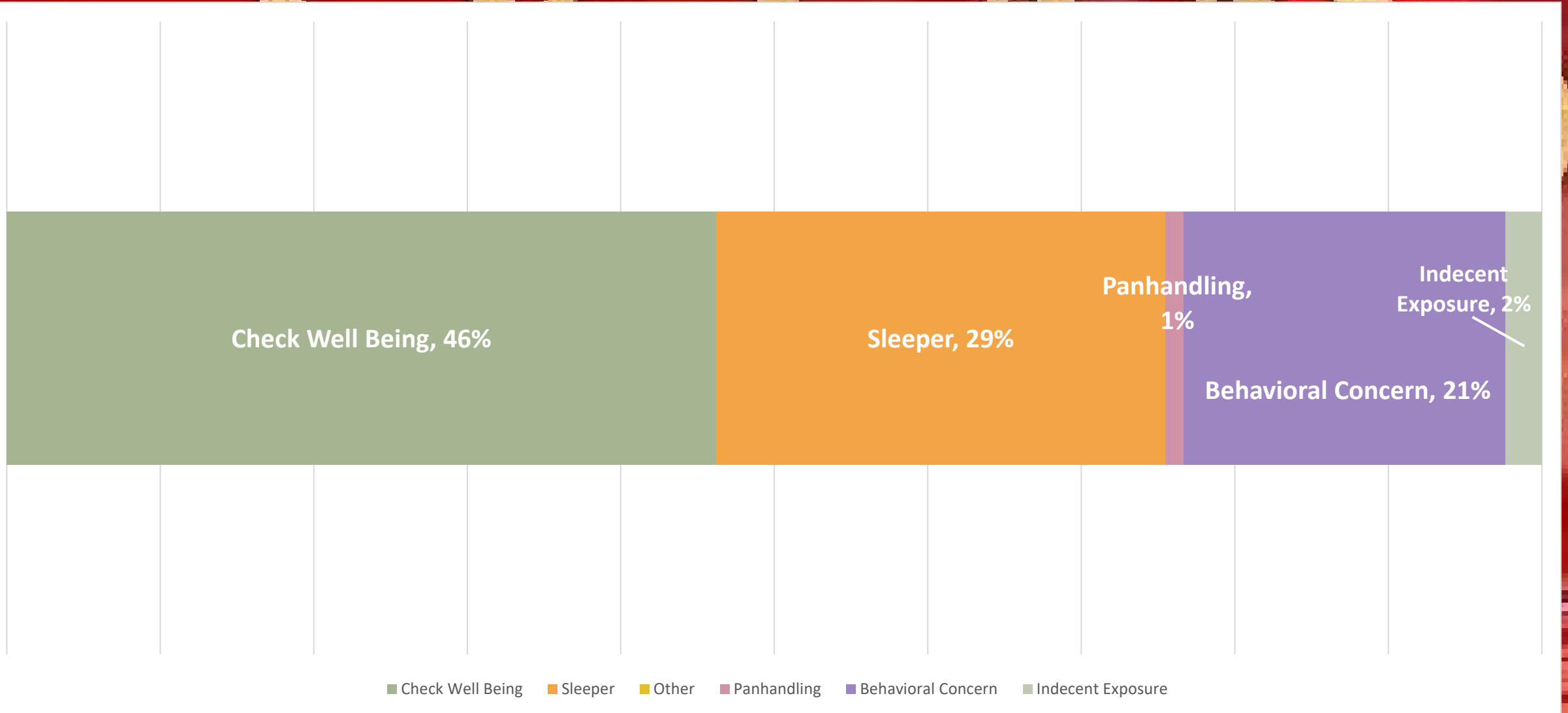
INCIDENT TYPES

JULY 2023

| Incident Type | Mar 2023 | April 2023 | May 2023 | June 2023 | July 2023 | % change from month prior |
|--------------------|----------|------------|----------|-----------|-----------|---------------------------|
| Check Well Being | 876 | 616 | 533 | 273 | 227 | -17% |
| Sleeper | 396 | 213 | 186 | 222 | 124 | -44% |
| Panhandling | 12 | 6 | 0 | 1 | 5 | +400% |
| Behavioral Concern | 100 | 76 | 117 | 107 | 89 | -17% |
| Public Indecency | 13 | 3 | 8 | 6 | 10 | +67% |
| Total | 1,397 | 914 | 844 | 670 | 455 | -32% |

INCIDENT TYPES

JULY 2023



Transporting Domestic Violence Victim to Hospital

July 4, 2023

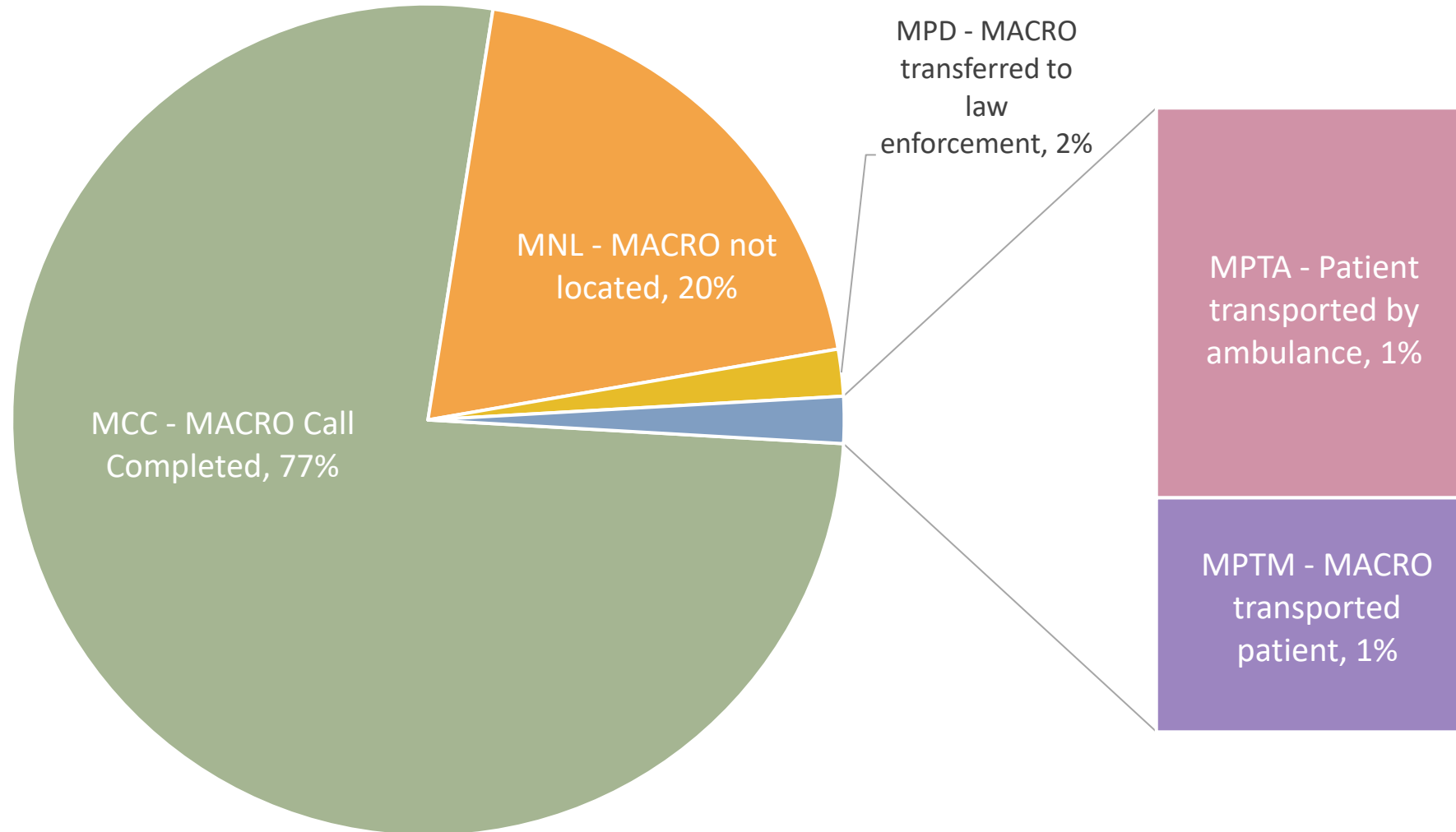
MACRO responded to OPD request for service regarding person in need of resources. Individual was reported to be "holding a needle". MACRO Responders arrived on scene and made contact with OPD officers. Officers informed MACRO responders that recipient had requested resources and walked away, then providing responders with more detailed description. Responders canvassed in direction officers advised and located recipient walking past gas station. MACRO Responders parked vehicle in gas station lot and verbally made contact with recipient with introduction. Recipient engaged, walking towards responders who provided information about MACRO scope of services, offering resources and support. Recipient was observed to be in emotional distress and had bandaged wounds to upper arms.

Recipient shared that this morning they had abruptly left their abusive partner after an argument and incident and were in need of immediate resources, adding that they didn't have a chance to grab a jacket before leaving. Responders provided blanket and water and consulted resource guide for domestic violence resources. MACRO EMT inquired about wounds to upper arms. Recipient informed they were healing that had been packed at a hospital 1 week prior. Further, due to tumultuous situation with their partner, was unable to acquire antibiotics following care and expressed need to go to the hospital today to have their wounds addressed for overall follow up care. Recipient reported that wound sites were painful and wound packing were supposed to be removed several days ago. MACRO EMT asked recipient if they wanted to go to ER by ambulance, asking if they had family or friends that responders could reach out to. Recipient said they did not want to go by ambulance and said they could be transported by their stepmother who they confirmed was strong support for them. Their stepmother was unable to be reached and responders confirmed with MACRO supervisor to transport to Hospital where recipient could self-admit. Recipient accepted offer, responders explaining that the emergency room would have personnel to provide services to support their situation.

Responders transported recipient to hospital emergency room entrance with no incident. Recipient expressed gratitude for the transport and accepted information for DV crisis phone support as well as DV emergency shelter resources based in Oakland. MPTM.

INCIDENT RESOLUTIONS

JULY 2023



INCIDENT RESOLUTIONS

JULY 2023

| Call Resolution | Mar 2023 | April 2023 | May 2023 | June 2023 | July 2023 | % change from month prior |
|---|----------|------------|----------|-----------|-----------|---------------------------|
| Call Completed (MCC) | 1,323 | 825 | 716 | 525 | 352 | -33% |
| Not Located (MNL) | 62 | 66 | 101 | 77 | 87 | +13% |
| Transferred to PD (MPD) | 9 | 8 | 13 | 12 | 8 | -33% |
| Transferred to Emergency Medical (MEM) | 3 | * | * | * | * | * |
| Patient transported by Ambulance (MPTA) | * | 10 | 4 | 5 | 5 | 0% |
| MACRO transported Patient (MPTM) | * | 5 | 5 | 10 | 3 | -70% |
| Total | 1,397 | 914 | 844 | 670 | 455 | -32% |

*MACRO began differentiating call resolutions with new codes MPTM and MPTA beginning April 2023.

LOCAL SERVICE REFERRALS

JULY 2023

| Referrals | April 2023 | May 2023 | June 2023 | July 2023 | % change from month prior |
|---|------------|------------|------------|-----------|---------------------------|
| CARES Navigation / La Familia | 18 | 7 | 9 | 4 | -56% |
| West Oakland Health Clinic | 7 | 3 | 1 | 4 | +300% |
| Lifelong Mobile Clinic | 25 | 22 | 23 | 17 | -26% |
| ACHCH (Alameda County Healthcare for the Homeless) | 27 | 14 | 5 | 0 | -100% |
| Dignity on Wheels | 24 | 16 | 5 | 1 | -80% |
| HEPPAC (HIV Education and Prevention Project of Alameda County) | 2 | 3 | 6 | 0 | -100% |
| BACS (Bay Area Community Services) | 9 | 6 | 0 | 1 | - |
| Amber House | 0 | 4 | 2 | 2 | 0% |
| Bridge Housing | 1 | 1 | 1 | 0 | -100% |
| ROOTS Community Clinic | 48 | 62 | 20 | 14 | -30% |
| St Mary's Center | 11 | 24 | 22 | 12 | -45% |
| St Vincent DePaul | 48 | 70 | 52 | 37 | -29% |
| Total | 220 | 232 | 146 | 92 | -37% |

Provider Fatigue for Community Member

July 14, 2023

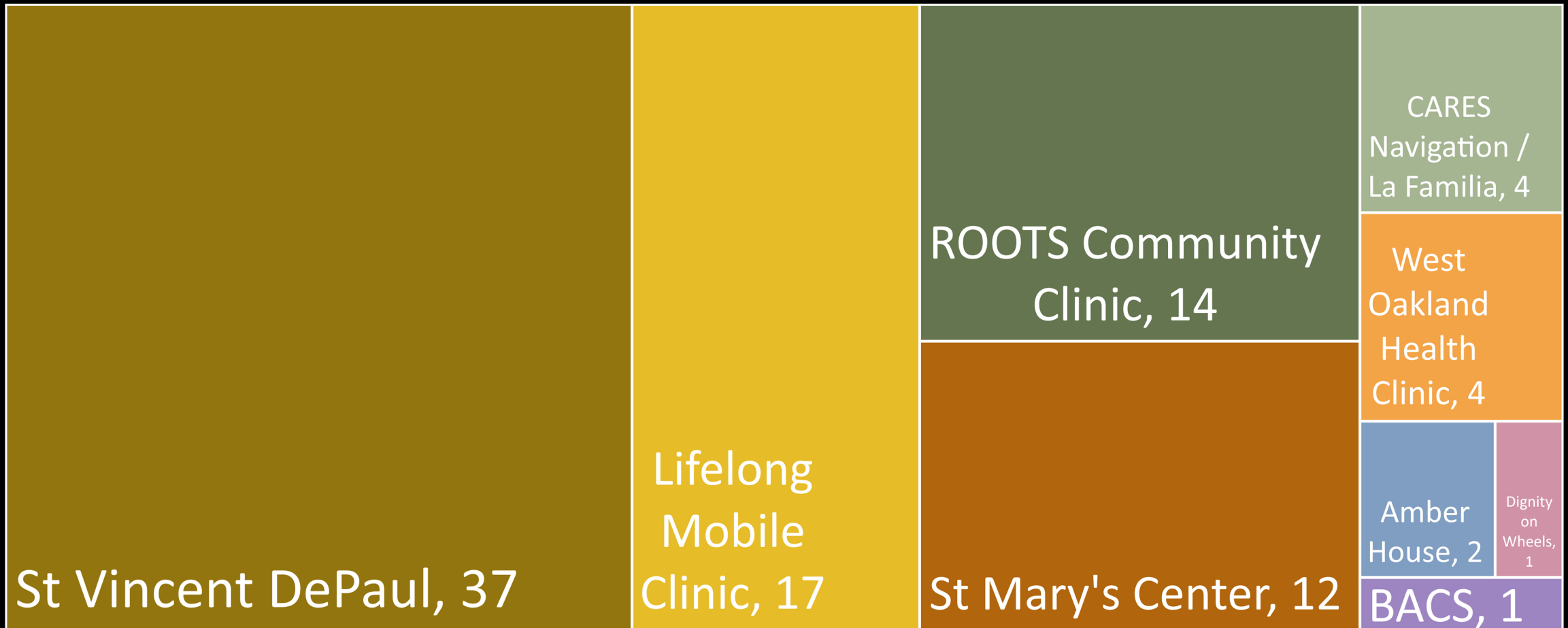
MACRO was dispatched via OPD to community member (CM) who was said to be with their belongings covered with blankets in the sidewalk adjacent to grocery entrance. Upon arriving, MACRO was able to locate individual matching description from dispatch. MACRO engaged with CM who was receptive to MACRO. CM did mention of provider fatigue and mentioned that she has spoken to multiple agencies but has yet to hear back for a follow-up. MACRO encouraged CM to follow-up via phone and in person.

Acton steps - MACRO attempted to connect CM with local service provider, Eddie's Place, for medical respite to some of their medical issues. CM refuses to go to a medical respite and prefers senior home care. MACRO provided information to St. Vincent De Paul and St. Mary's center but was not interested. No medical attention needed. MACRO provided a 3 water bottles, 2 hygiene kits and 2 blankets.

MACRO and CM agreed to future check-ins to follow up with services. No further assistance required. MCC.

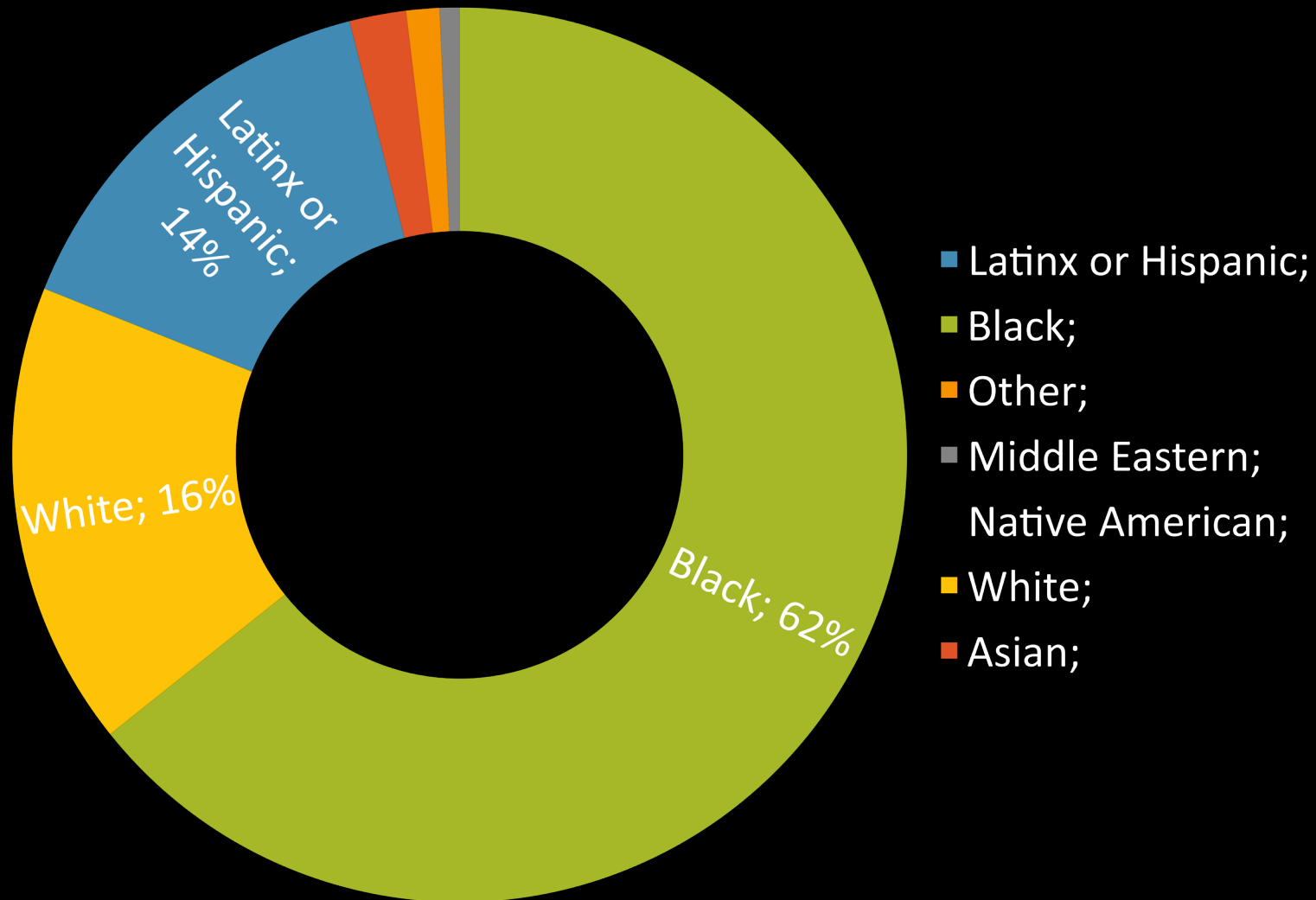
LOCAL SERVICE REFERRALS

JULY 2023



- ▶ Approximately **20% of all MACRO interactions** in July 2023 expressed desire and were referred by MACRO responders to local service providers for more targeted support.

MACRO Service Recipient Racial Demographics



- ▶ Black individuals make up 62% of people receiving MACRO services while making up only 23% of Oakland's population.
- ▶ As MACRO was designated to do, over 84% of its service recipients are BIPOC.